

ILLINOIS  
COMMERCE COMMISSION

No. 06-0370

1. I am the Complainant in this cause.
2. I currently reside at 2571 South Illinois Ave. Lot 33, Carbondale, Illinois, where I resided and been a customer of AmerenCIPS receiving gas and electrical service at my address above since June 2003.
3. On or about August 2, 2004, I received a final notice prior to disconnection dated August 2, 2004, and scheduling termination of my gas and electrical service for anytime after August 11, 2004. A true and accurate copy of this notice of termination of service is attached to this petition for summary judgment as Exhibit D.
4. This was the first time I knew that AmerenCIPS was concerned about something. When I received the notice, I could not tell exactly why AmerenCIPS wanted me to provide what the notice

said was "proper identification." I had not been contacted by AmerenCIPS before this notice by telephone, mail, or personally.

5. The notice was a total surprise to me. At the time of this notice of termination of service my account was not past due and I had done nothing wrong. But, I felt like I had done something wrong and had to prove I had not. This seemed very unfair to me.

6. After getting the notice, I called the AmerenCIPS customer service number and was told that her account had been "red flagged" and no information could be provided until I supplied the requested information, which included a picture Id and a Social Security card. This was difficult for me because I did not have immediate access to a fax machine. AmerenCIPS told me to mail it or fax as soon as possible. I was not given any details so that I could understand what was going on here. I was not told anything about my neighbor or that AmerenCIPS suspected that my identity had been stolen or was fraudulently be used by someone at my home in Carbondale. After my discussions with AmerenCIPS personnel, I still had no idea what AmerenCIPS was claiming as the reason for the notice or demand for identification. This angered and upset me a great deal. Each time I insisted on the reasons for this notice, I was told that I could not be told anything until I proved my identity.

7. Before I was going to provide this private identification information, I believed I had a right to know the reason it was being requested, the nature of the claim against me, and the reason the requested information would resolve the claim.

8. Even though I called and spoke to AmerenCIPS and I did not owe any money, on August 26, 2004, my service was terminated.

9. I then faxed the same information again and again and 4 days later my service was reconnected.

10. During the time my service was off, I lost all my groceries (I had recently paid for groceries, had a full refrigerator, and had a great deal of frozen meats), paid a hotel bill, spent time, energy, and money attempting to resolve this problem, and I was emotionally distressed and humiliated.

11. I have learned since this case began that my neighbor called and claimed that my son, who lives with me at this residence in Carbondale had stolen the meter and had alligator clips and meter tags. This was a total lie. My son did not steal the meter and did not take AmerenCIPS clips or tags. This neighbor has made many false claims against my son, and if AmerenCIPS would have seriously investigated this matter before giving me a notice of disconnect, it would have learned that my neighbor should be punished for lying about AmerenCIPS service, not my son and me.

Kathy Barth  
Kathy Barth, Complainant

STATE OF ILLINOIS     )  
                                  )  
COUNTY OF JACKSON    )

I, Richard E. Keekin a Notary Public in and for said County and State, do hereby certify that KATHY BARTH, personally known to me to be the same person whose name is subscribed to the foregoing waiver of summons, appeared before me this day in person, and acknowledged that he signed said appearance as his free and voluntary act, for the purpose therein set forth. Given under my hand and Notarial Seal, March 5, 2007.

Richard E. Keekin  
NOTARY PUBLIC

Paul Matalonis  
Attorney at Law  
Land of Lincoln Legal Assistance  
Foundation, Inc.  
509 South University Ave. Third Floor  
Carbondale, IL 62901  
(618) 457-7800

